

SUBJECT: All CPF E-Mail - Upcoming Automated System Downtime

Sent: Wednesday, 25 Sep 02

The purpose of this E-mail is to advise you of upcoming downtime for the Benefits and Entitlements Service Team (BEST) and Recruitment Service Center automated phone and web systems.

28 Sep 02: Beginning at 8:00 am CST we will be upgrading both the BEST and Recruitment automated phone and web systems and they will not be available to customers. All upgrading work should be accomplished by 5:00 pm CST on 28 Sep and customers then will be able to access both systems.

7 Oct 02: At 5:00 pm CST additional phone lines will be installed, as well as changes to our phone service. To do this, all phone lines will be down that go through our Aspect phone system. The BEST automated phone system, Internal Recruitment, External Recruitment, and the CPF Line will not be available to customers. The downtime is estimated at 6 hours and we should be back up at 11:00 pm CST on 7 Oct.

We appreciate your patience while we work these systems enhancements.

**Chief, Special Operations Division
Air Force Personnel Center**